

Figure 1

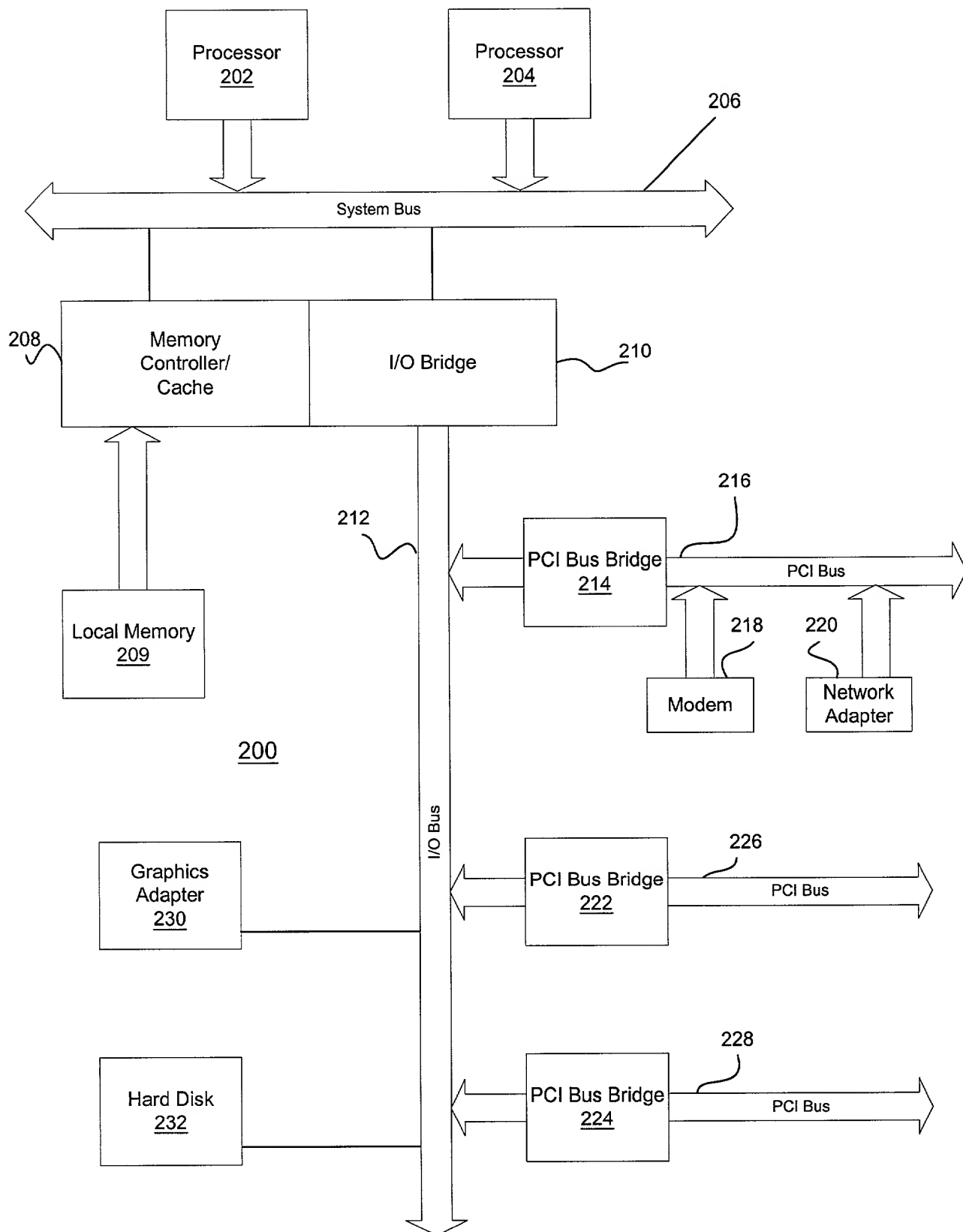


Figure 2

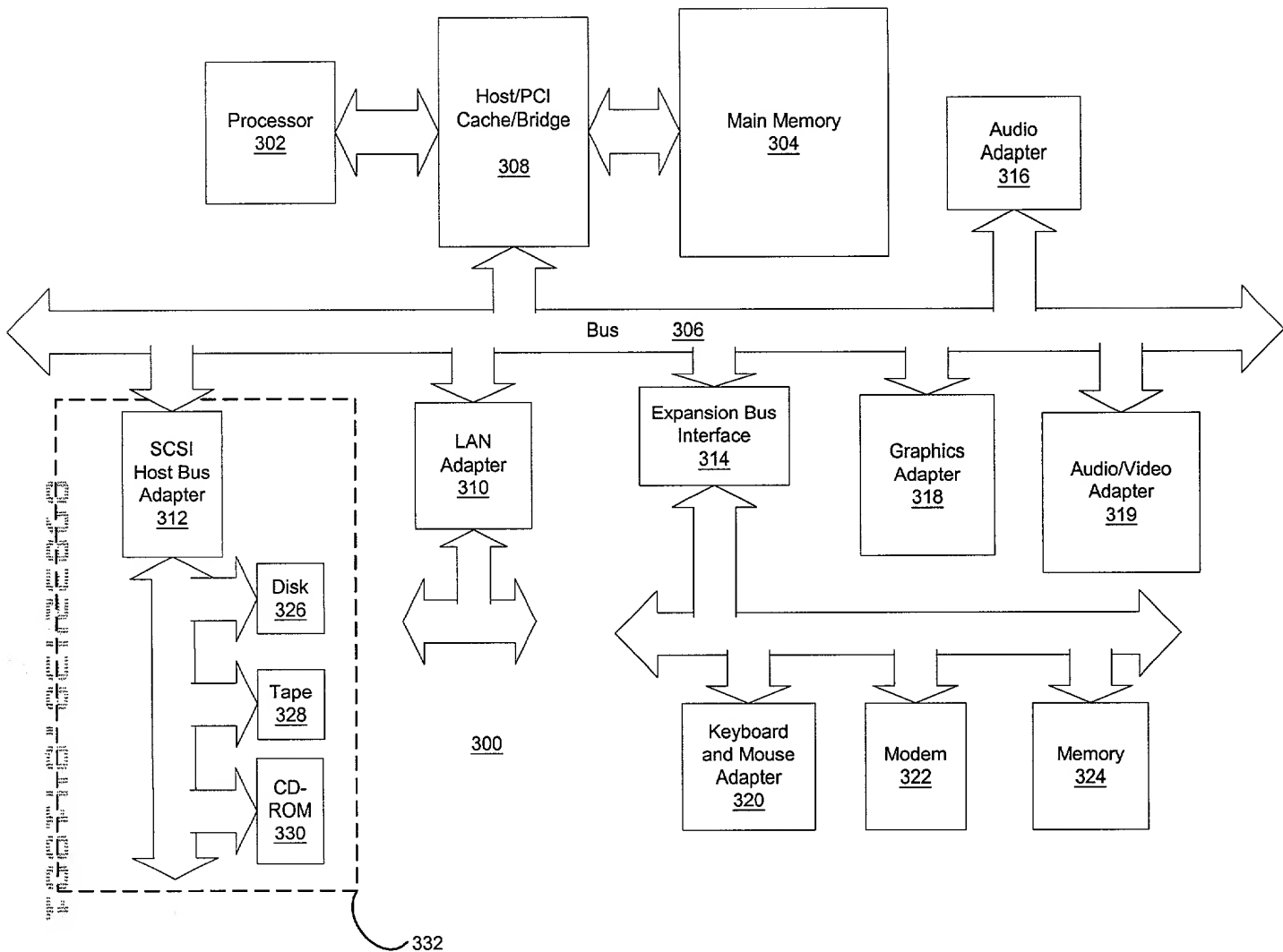


Figure 3

Liu et al.
 YOR920010031US1
 Apparatus and Methods
 for Maximizing Service-
 Level-Agreement Profits
 Page 3 of 9

400

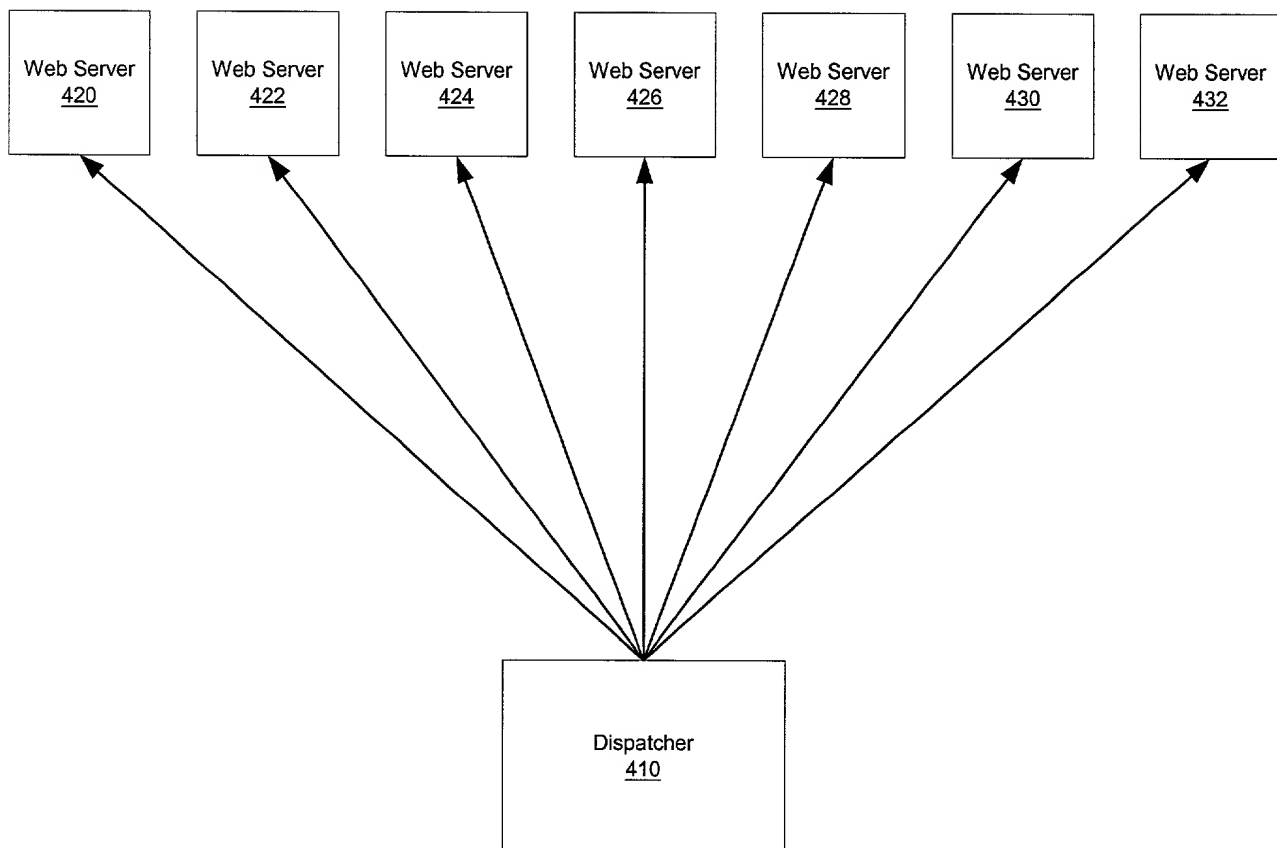


Figure 4

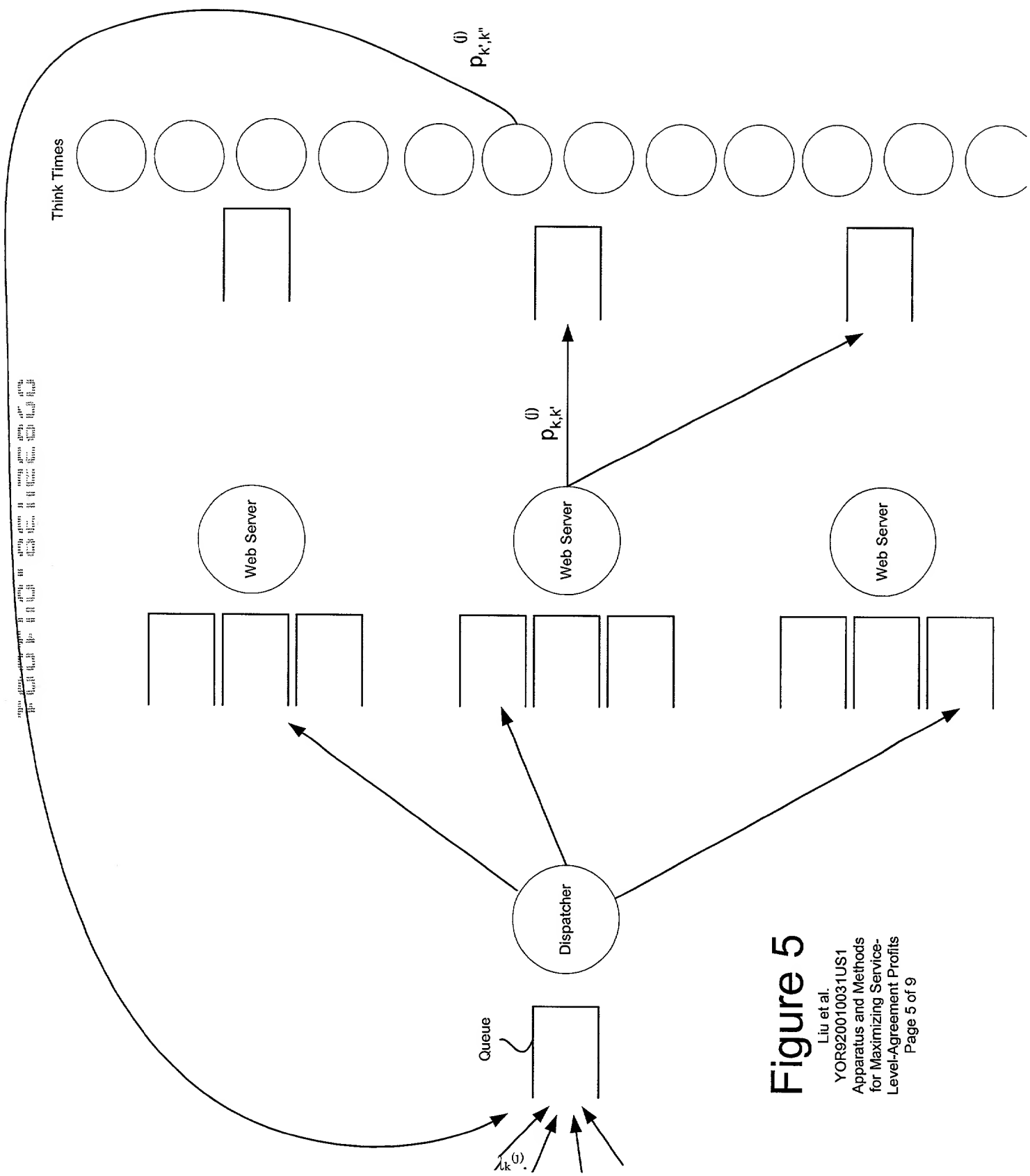


Figure 5

Liu et al.
 YOR920010031US1
 Apparatus and Methods
 for Maximizing Service-
 Level-Agreement Profits
 Page 5 of 9

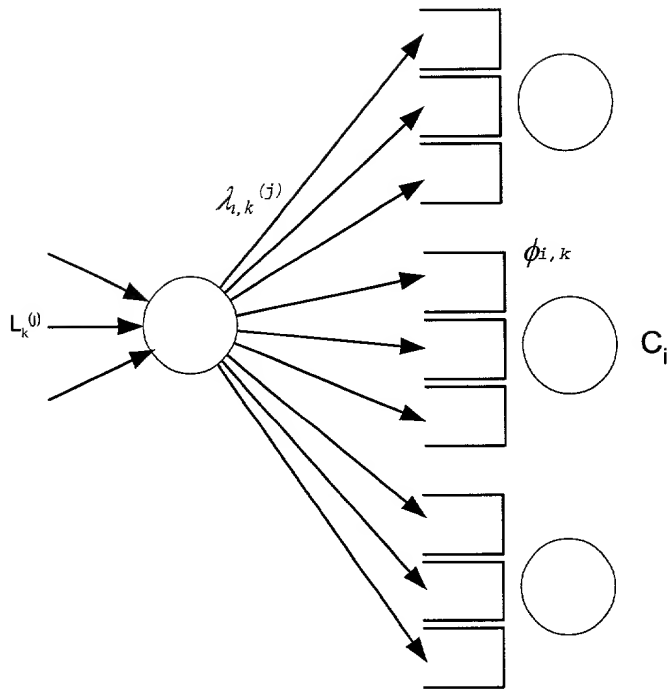


Figure 6A

Liu et al.
 YOR920010031US1
 Apparatus and Methods for
 Maximizing Service-Level-
 Agreement Profits
 Page 6 of 9

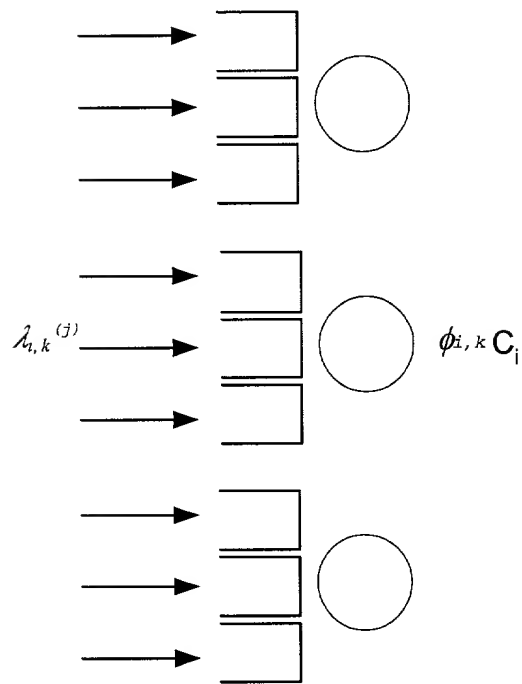


Figure 6B

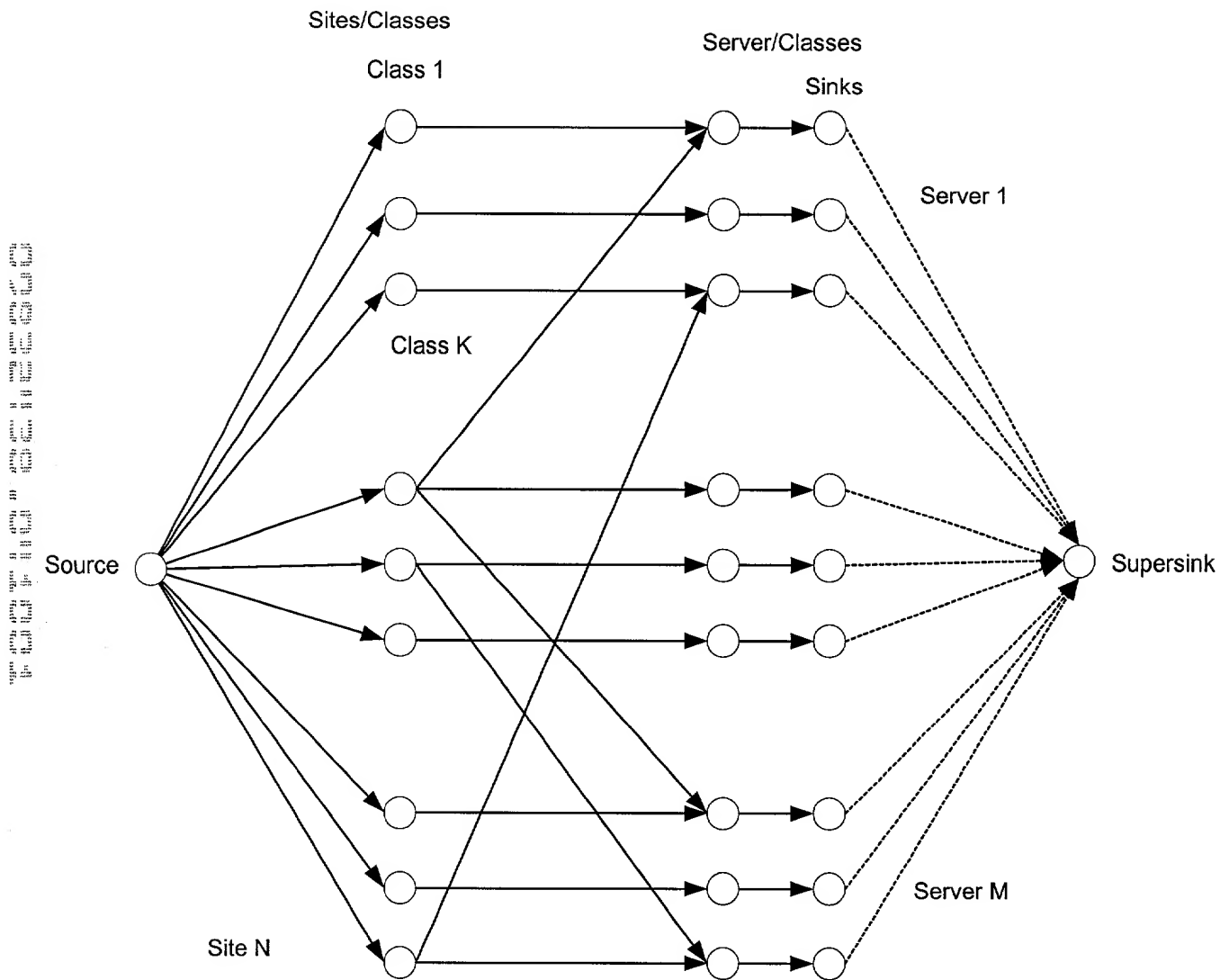
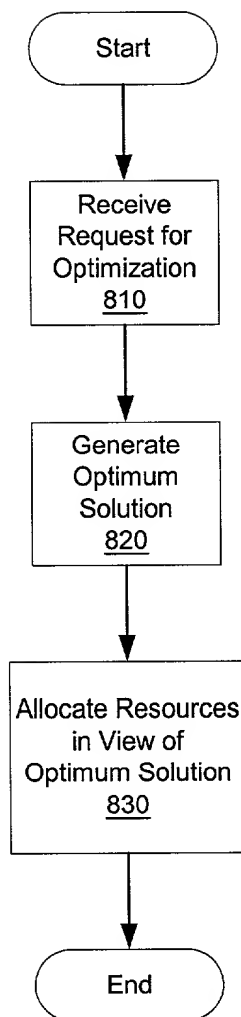


Figure 7

Figure 8

Liu et al.
YOR920010031US1
Apparatus and Methods for
Maximizing Service-Level-
Agreement Profits
Page 8 of 9



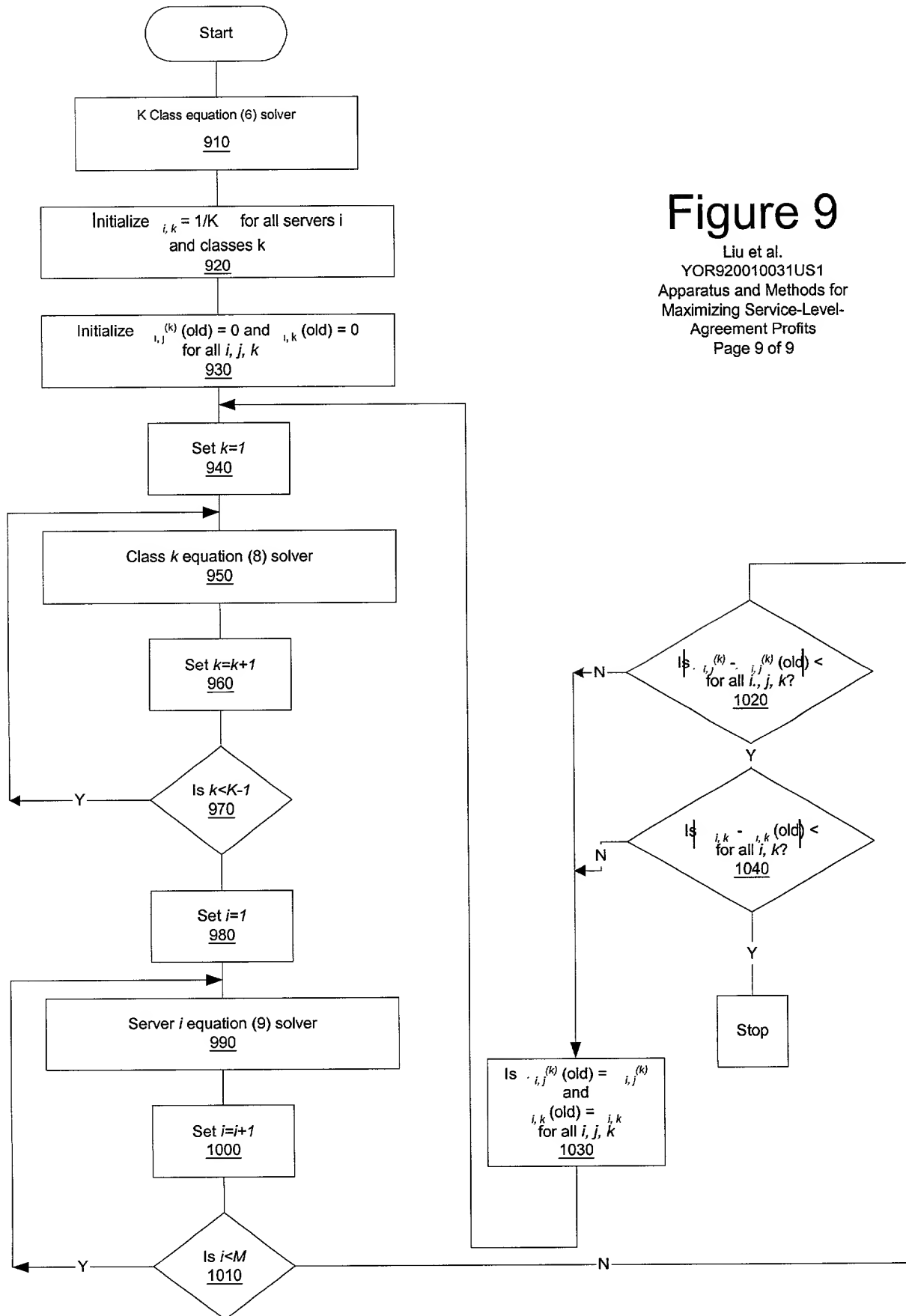


Figure 9

Liu et al.
YOR920010031US1
Apparatus and Methods for
Maximizing Service-Level-
Agreement Profits
Page 9 of 9